



CIVIL SERVICE ANNOUNCEMENT

APPROVED C.S.C MINUTES 8/28/15 bi

ANNOUNCEMENT NO. 136

CUSTOMER SERVICE REPRESENTATIVE – Call Center

(OPEN)

Public notice is hereby given by the Civil Service Commission of Cleveland, Ohio of an Open examination for the above mentioned classification.

SALARY

The prevailing salary range for this position as established by Ordinance of the Council of the City of Cleveland is **\$12.15 - \$18.57** per Hour.

FILING OF APPLICATION

Application must be made on the regular application form available online or at the Office of the Civil Service Commission, 601 Lakeside Avenue, Room 119. **No other form will be accepted. APPLICATIONS WILL BE AVAILABLE FOR PICK UP IN THE CIVIL SERVICE OFFICE TO APPLY TO TAKE THE CIVIL SERVICE EXAMINATION – APPLICATIONS WILL BE AVAILABLE FROM 8:30 A.M. ON FRIDAY, SEPTEMBER 11, 2015 UNTIL 4:30 P.M. ON THURSDAY, SEPTEMBER 17, 2015.**

NOTE: APPLICATIONS WILL NOT BE ACCEPTED AFTER 4:30 P.M. ON THURSDAY, SEPTEMBER 17, 2015

THE CIVIL SERVICE COMMISSION'S POLICY IS THAT NO LATE FILING WILL BE ALLOWED.

EXAMINATION INFORMATION

TYPE: WRITTEN/TYPING EXAMINATION: Candidates will be notified via U.S. Mail regarding the time, date, and place of the written exam.

NOTE: CANDIDATES MUST PASS BOTH PARTS OF THIS EXAM IN ORDER TO BE PLACED ON THE ELIGIBLE LIST. CANDIDATES WILL NOT BE PERMITTED TO TAKE THE SECOND PORTION OF THE EXAM IF THEY DO NOT PASS THE FIRST PORTION. THE TYPING PORTION OF THIS EXAM IS PASS/FAIL

DUTIES OF THE POSITION

Under supervision, correctly handles a high volume of utility customers to resolve inquiries, concerns, or complaints regarding their accounts, equipment, and services by walk-in or telephone in accordance with established guidelines and procedures. Receives information regarding customer's circumstances. Uses computers, reference materials and job aids, government records, training sessions, etc. to investigate and address meter information as well as customer usage, account, and bill payment history. Performs thorough account analysis of all known information to resolve a customer inquiry within the framework of established policies and procedures. Assesses resulting information to determine theft of services or possible causes for high or low meter readings. Calculates specific charges and makes billing adjustments as necessary. Evaluates customer eligibility for billing adjustments and service programs, bill extensions, or extended payment arrangements and determines if supervisory approval is needed for such. Explains applicable policies and procedures to customers. Answers simple to complex questions related to billing, collections, and permits. Informs customers of possible reasons for high or low bills and takes necessary steps to resolve the customer's issues. Uses excellent listening skills, soft skills, customer service, and phone etiquettes as it relates to serving walk-in and phone customers. Uses professionally assertive communication and negotiation skills with difficult

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customers. Completes necessary forms, documents, or letters to establish new accounts, establish or terminate service, request repairs, issue permits, and initiate account adjustments. Enters highly accurate and complete information to update customer records to confirm conversation and interactions with customers. Refers customers to appropriate offices or agencies. Follows up with customer as necessary to meet the required service level. Performs other job-related duties as required. Follows all operations and safety policies and safe work practices. Attends and participates in operations and safety training classes and demonstrates competence (demonstration of competence may be determined by exam.) Wears and properly utilizes safety equipment in accordance with Divisional policy at all times.

MINIMUM QUALIFICATIONS FOR ENTRANCE TO THIS EXAMINATION AS ESTABLISHED BY THE CIVIL SERVICE COMMISSION OF THE CITY OF CLEVELAND ARE AS FOLLOWS:

A High School Diploma or GED is required. An Associate's Degree in Accounting, Business, or a related field from an accredited college or university is required. Two years of full-time paid experience of handling telephone and/or walk-in customers with emphasis on customer service, collections, billing, and/or service complaints in a high-volume business (office) environment is required, experience in a utility call center is **(continued on next page)**

CUSTOMER SERVICE REPRESENTATIVE – CALL CENTER (cont.)

preferred. (Substitution: two years of full-time paid relevant call center or customer service experience in a high volume business (office) environment may be substituted for each year of college education lacking.) Must demonstrate the following: intermediate level knowledge and skill of the internet and Microsoft Word and Excel; a typing speed of 30 words per minute with 80% accuracy; fluency in English; excellent oral and written communication skills. The ability to use a headset while sitting at a workstation continuously for up eight (8) hours during the work shift is required. The ability to speak a second language is preferred. Must possess excellent analytical skills as well as excellent follow-up and follow-through skills with both internal and external customers. Must also possess good organizational and time-management skills.

NOTE: **Minimum qualifications must be met as of the last day of the filing period unless otherwise stated.**

NOTE: **Applicants will be required to pay a \$10.00 (TEN DOLLARS) filing fee. Applicants who are currently employed in this position with the City of Cleveland are exempt. However, that when an applicant is disqualified from taking an examination on the basis of age, education or failure to meet other minimum entrance requirements, the fee paid by such applicant**

shall be refunded to such applicant upon the applicant's request in writing made within ten (10) days after the date of examination. Any applicant who can provide proof of unemployment, public assistance, or indigence is exempt from the filing fee. Any applicant who can provide proof of unemployment, public assistance, or indigence is exempt from the filing fee. A copy of such proof must be included with the application.

NOTE: **Applications must be returned in person. All copies of diplomas, licenses, certificates, and resumes must be presented at the time of filing. Applications may not be accepted if copies are not submitted with application at time of filing.**

NOTE: **Any applicant who resigns or is dismissed from employment with the City of Cleveland will have his/her name removed from the eligible list.**

NOTE: **Those persons who are residents of the City of Cleveland for at least one year at the date of filing and who received passing scores shall have ten (10) additional points added to their grades. A list of acceptable forms of proof of residency applicants need to present at the time of filing is included with the application.**

AN EQUAL OPPORTUNITY EMPLOYER

**APPLICANT CHECKLIST: READ CAREFULLY
MUST MEET MINIMUM QUALIFICATIONS FOR
CUSTOMER SERVICE REPRESENTATIVE
– CALL CENTER**

APPLICATIONS MUST BE RETURNED IN PERSON BY THE APPLICANT!!!!
BEFORE SUBMITTING YOUR COMPLETED APPLICATION, PLEASE REVIEW THE FOLLOWING CHECKLIST

DURING THE LIFE OF THE ELIGIBILITY LIST, YOU MUST NOTIFY CIVIL SERVICE OF ANY CHANGES OF ADDRESS. FAILURE TO DO SO WILL RESULT IN YOUR REMOVAL FROM THE LIST	
COMPLETE THE APPLICATION FORM (DO NOT STATE "SEE ATTACHED RESUME"). IT IS YOUR RESPONSIBILITY TO PROVIDE COPIES OF ENCLOSURES AND ATTACHMENTS.	
SIGN AND DATE THE COMPLETED APPLICATION (IT DOES NOT HAVE TO BE NOTARIZED).	REQ
HIGH SCHOOL DIPLOMA OR GED CERTIFICATE (YOU PROVIDE A COPY) (IF YOU HAVE AN ASSOCIATE'S OR A BACHELOR'S DEGREE NO COPY OF H.S. DIPLOMA/GED IS NECESSARY, BUT YOU MUST SUBMIT COPY OF DEGREE OR TRANSCRIPT).	REQ
TWO YEARS OF FULL TIME PAID EXPERIENCE OF HANDLING TELEPHONE AND/OR WALK-IN CUSTOMERS WITH EMPHASIS ON CUSTOMER SERVICE, COLLECTIONS, BILLING, AND/OR SERVICE COMPLAINTS IN A HIGH-VOLUME BUSINESS (OFFICE) ENVIRONMENT; EXPERIENCE IN A UTILITY CALL CENTER IS PREFERRED.	REQ
ASSOCIATE'S DEGREE IN ACCOUNTING, BUSINESS, OR A RELATED FIELD FROM AN ACCREDITED COLLEGE OR UNIVERSITY (YOU PROVIDE A COPY) (SUBSTITUTION: TWO YEARS EXPERIENCE FULL TIME PAID RELEVANT CALL CENTER OR CUSTOMER SERVICE EXPERIENCE IN A HIGH VOLUME BUSINESS (OFFICE) ENVIRONMENT MAY SUBSTITUTE FOR EACH YEAR OF COLLEGE EDUCATION LACKING)	REQ
TYPE 30 WORDS PER MINUTE WITH 80% ACCURACY	MUST
INTERMEDIATE LEVEL KNOWLEDGE AND SKILL OF THE INTERNET, MS WORD, MS EXCEL	MUST
FLUENCY IN ENGLISH (SPEAK A SECOND LANGUAGE EXCELLENT, PREFERRED); ORAL AND WRITTEN COMMUNICATION SKILLS; ABILITY TO USE A HEADSET WHILE SITTING IN AT A WORKSTATION CONTINUOUSLY FOR UP TO EIGHT (8) HOURS DURING THE WORKSHIFT	REQ
POSSESS EXCELLENT ANALYTICAL SKILLS, EXCELLENT FOLLOW-UP AND FOLLOW-THROUGH SKILLS WITH INTERNAL AND EXTERNAL CUSTOMERS	MUST
POSSESS GOOD ORGANIZATIONAL AND TIME-MANAGEMENT SKILLS	MUST
COMPLETED APPLICATION: YOU MAY HAVE WORKED AT ONE COMPANY BUT HAD MULTIPLE POSITIONS. <u>EACH</u> POSITION IS <u>BEST</u> DESCRIBED INDIVIDUALLY. (DO NOT STATE "SEE ATTACHED RESUME")	REQ
YOU ARE REQUIRED FILL OUT THE THREE (3) POST CARDS INCLUDED IN THE APPLICATION; IF APPLICATION PRINTED FROM WEBSITE, THEN COMPLETE POST CARDS IN CIVIL SERVICE OFFICE. (THIS INCLUDES THE JOB CLASSIFICATION (OR TITLE) ON THE TOP LINE OF EACH CARD AS WELL AS YOUR NAME AND ADDRESS. LEAVE ID NUMBER BLANK.)	REQ
RESUME IS OPTIONAL (CAN BE USED TO CLARIFY EXPERIENCE BUT NOT REPLACE YOUR COMPLETED APPLICATION)	OPT
ANY OTHER INFORMATION OR MATERIALS THAT DEMONSTRATE YOUR QUALIFICATIONS AND EXPERIENCE FOR THIS POSITION. IT IS ESSENTIAL THAT YOU DESCRIBE YOUR EDUCATION AND EXPERIENCE AS COMPLETELY AS POSSIBLE. AMBIGUITY OR VAGUENESS WILL NOT BE DECIDED IN AN APPLICANT'S FAVOR. YOUR APPLICATION PACKET SHOULD CLEARLY DEMONSTRATE THAT YOU MEET OR EXCEED <u>EACH</u> OF THE MINIMUM QUALIFICATIONS. A COVER LETTER IS WELCOMED BUT NOT REQUIRED.	OPT

REQ – required; OPT – optional; PREF – preferred

THE ABOVE INFORMATION MUST BE INCLUDED IN YOUR APPLICATION PACKAGE **AT THE TIME OF FILING**. IF THESE ITEMS ARE NOT INCLUDED, YOUR APPLICATION MAY NOT BE ACCEPTED OR APPROVED.

ANYONE WHO WISHES TO REQUEST AN ACCOMMODATION MUST DO SO **AT THE TIME OF FILING**. THE COMMISSION WILL CONTACT THE INDIVIDUAL CONCERNING SUCH ACCOMMODATION PRIOR TO THE EXAMINATION. THE COMMISSION MAY REFUSE TO PROVIDE SUCH ACCOMMODATION IF IT IS NOT REASONABLE OR WOULD CONSTITUTE AN UNDUE HARDSHIP. CURRENT (WITHIN ONE YEAR) DOCUMENTATION SUPPORTING THE NEED FOR THE REQUESTED ACCOMMODATION IS REQUIRED. SUCH DOCUMENTATION SHOULD BE SUBMITTED AT THE TIME OF FILING.

RESIDENCY POINTS

§74 of Charter of the City of Cleveland states:

A person who is a bona fide resident of the City of Cleveland for at least one year and desires to take an entrance level civil service examination, as determined by the Civil Service Commission, at the time of filing his or her application for examination, shall, if a passing grade is attained, as determined by the civil service bulletin for such examination, have added to his or her raw score ten (10) points.

OR

A resident of the City of Cleveland for at least one year from the date of filing of an application for a promotional civil service examination, who receives a passing grade on that promotional examination, shall have added to his or her raw score five (5) points.

In order to be considered for the extra points, you must submit COPIES of 4 different proofs of residency from ONE YEAR AGO (dated July, August or September 2014) and 4 different proofs of residency that are CURRENT (dated July, August or September 2015). Such proofs include:

**Driver's License
Bank Statements
Utility Bills
Mortgage or Lease
Bills
Other Mail (Postmarked)
Insurance Statement**

SO, THIS MEANS THAT YOU MUST SUBMIT AT LEAST EIGHT (8) ITEMS OF PROOF FOR RESIDENCY CREDIT!!!!